



# The Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES

June 2, 2011

### CORRECTED NOTICE OF TECHNICAL SESSION AND REQUEST FOR COMMENTS

Investigation by the Department of Public Utilities on its own motion regarding the need for translation of its documents, website content, and on the availability of interpreters at its public hearings pursuant to its Language Access Plan implemented in accordance with Administration and Finance Bulletin 16.

On January 26, 2011, in compliance with [Administration and Finance Bulletin 16](#), the Department of Public Utilities ("Department") implemented a [Language Access Plan](#) to ensure that those with limited English proficiency have meaningful access to Department proceedings and services. Bulletin 16 is enforced by the [Office of Access and Opportunity](#), whose mission is to open doors and remove barriers to state government. In furtherance of its Language Access Plan, the Department will hold a technical session on June 16, 2011, at **10:00 a.m.** to consult with interested parties and stakeholders on the need for (1) the translation of Department documents and Department website content, and (2) the availability of interpreters at public hearings.

Any persons wishing to attend the technical session may do so by notifying the Department by close of business (5:00 p.m.) on June 14, 2011, either by (1) email to [Karen.Robinson@state.ma.us](mailto:Karen.Robinson@state.ma.us); (2) phone at (617) 305-3500; or (3) mail to Karen Robinson, Hearing Officer, Department of Public Utilities, One South Station, Boston Massachusetts 02110-3113. Any persons wishing to submit written comments must do so no later than close of business (5:00 p.m.) on June 14, 2011. The written comments shall be filed as follows: an original with Mark D. Marini, Secretary, Department of Public Utilities, One South Station 5<sup>th</sup> Floor, Boston, Massachusetts 02110-3113. In addition to paper filings, all documents should also be submitted to the Department in electronic format using one of the following methods: (1) by email attachment to [dpu.efiling@state.ma.us](mailto:dpu.efiling@state.ma.us) and [Karen.Robinson@state.ma.us](mailto:Karen.Robinson@state.ma.us) or (2) on a CD-ROM. The text of the email or CD-ROM label must specify: (1) Language Access Plan comments, and (2) the name of the person or entity submitting the comments. The electronic filing should also include the name, title, and telephone number of a person to contact in the event of questions about the filing. All documents submitted in electronic format will be posted on the Department's website: <http://www.mass.gov/dpu>. Any person desiring further information regarding this technical session should contact Karen Robinson, Hearing Officer, at (617) 305-3500.